

### **ABSTRACT OF THE DISCLOSURE**

In a computerized method and a system for obtaining and processing messages for improving a product or a work routine, at a central database, an electronic form is received which contains a message and information which identifies the product or the work routine for which improvements are suggested. After receiving the electronic form, the database extracts the message from the electronic form and stores it in a table of the central database. The table is associated with the identified product or the identified work routine. The inventive system is comprised of an electronic form and a central databank. The electronic form also can have a submit function. The electronic form can be obtained through a Web page which can be downloaded with a computer connected to the Internet. The electronic form can be filled out by writing a message in the message field and by indicating one of the work routines or one of the products, and, when filled out, can be conveyed to the central database by activating the submit function. The central database stores the message based on the marked work routine or based on the marked product in a table which is related to the marked work routine or to the marked product, respectively.